

W-01431A-09-0360

ORIGINAL



0000097760

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 81051

Date: 8/11/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Ricardo Last: Castillo

Account Name: Ricardo Castillo

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Nogales

CBR:

State: AZ Zip: 85621

is:

Utility Company: Valle Verde Water Company

Division: Water

Contact Name: Elaine Byfield

Contact Phone: [REDACTED]

Nature of Complaint:

***** W-01431A-09-0360 *****

Customer sent the following -

July 28, 2009

To Whom It May Concern:

I DO NOT AGREE WITH THIS AGREEMENT.

RICARDO CASTILLO

NOGALES, AZ. 85621

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 8/11/2009

Opinion No. 2009 - 81051

Arizona Corporation Commission

DOCKETED

AUG 12 2009

DOCKETED BY [Signature]

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

2009 AUG 12 P 4:31

RECEIVED

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

W. 01431A. 09. 0360

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 81028

Date: 8/10/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Last:
Mercy Hughes

Account Name: Mercy Hughes Home: (000) 000-0000

Street: [REDACTED] Work:

City: Nogales CBR:

State: AZ Zip: 85621 is:

Utility Company. Valle Verde Water Company

Division: Water

Contact Name: [REDACTED] Contact Phone: [REDACTED]

Nature of Complaint:

July 24, 2009 DOCKET NO. W-0143A-09-0360
'Arizona Corporate Commission
1200W.WashingtonStreet JUL 3
Phoenix, Arizona 85007

RE: Valle Verde Water Company
Docket #0143A090360

The reason for this letter is to advise you of my opposition to the high increase that Valle Verde Water Company wants to impose on the all ready economic stricken community.

They claim that this increase is necessary at this time due to "Cost of operations increasing as well as a need for arsenic removal equipment, erosion problems and line replacement." At least this time they had the courtesy to send us a notice.

On January 2008 they implemented a Service Charge 2 on our bill. It is indicated as SC2 doubling our water bill. I questioned this charge and I was informed by the VVWC Manager that the Arizona Corporation Commission had authorized this increase and that the Valle Verde Water customers had all been notified. I did not receive this notification. I then called the ACC and was told that I had to discuss this problem with my water company... I called VVWC again and demanded to speak to a manager that would get me some answers. This time I was advised that this SC2 was necessary because the VVWC was in the red and these monies were needed to repair/replace the pipes, purchase filters and other cleaning items for the wells. I have yet to see any one replacing or repairing any pipes in my neighborhood,

Every winter, the pipes freeze and break in different parts of the neighborhood causing the water to be shut off for hours as the pipes are being repaired. Imagine, getting ready for work, in the middle of a shower, there is no water, and as mentioned before, for hours at a time. Most days the water pressure, is very very low. First we had our water contaminated with PCE now it is arsenic, If the recession isn't doing a number on our home values, our water company is not making it any better. Transite piping has been found to be carrying the water to our homes and in the Valle Verde neighborhood, the water mains and the water meters were installed in the middle of the front yards, making it esthetically displeasing.

I have lived in this house for over 27 years and know the people that live around us. Most of these people, are

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UTILITY COMPLAINT FORM

people that live from pay check to pay check. I can understand that a minimal increase could be in order but to increase this water service 200, 300 or 400 percent is not nothing but greed and thoughtlessness for the citizens of this community.

When the City of Nogales was providing water to Valle Verde Subdivision our water rates were a lot lower than what VVWC is currently charging us. Valle Verde Water Company is going to take our money and we will not see any improvements in our water service. Why should we have to suffer all these inconveniences and atrocities and still have to continue to pay higher rates for mediocre service?

1-hoping that the Arizona Corporation Commission will take this grievance seriously and comes to the aide of our communities.

Any courtesies extended will be greatly appreciated.

Sincerely,

Mercy Hughes


Nogales, Arizona 85621

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED

End of Comments

Date Completed: 8/10/2009

Opinion No. 2009 - 81028

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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 80792

Date: 8/3/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Maria & Ernest

Moreno

Account Name: Maria & Ernest Moreno

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Nogales

CBR:

State: AZ

Zip: [REDACTED]

is:

Utility Company: Valle Verde Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

*****DOCKET NO. W-01431A-09-0360*****

Spanish speaking customers of Valle Verde Water Company are opposed to rate increase.

(No Estamos de Acuerdo)

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

*****DOCKET NO. W-01431A-09-0360*****

8/3/2009 I called consumer and advised receiving their correspondence. I advised them that it has been entered into our database and filed in Docket for the record. Consumer thanked me.

8/11/2009 Opinion noted and filed in DOCKET NO. W-01431A-09-0360 by Carmen Madrid..

End of Comments

Date Completed: 8/11/2009

Opinion No. 2009 - 80792